

Who is Doral?

Doral Dental Services of Illinois, LLC (Doral) works with the State of Illinois. Doral can tell you what dental services are covered and can help you find a dentist. We can also answer any other questions you have about dental care.

Para ordenar una copia del libro del miembro en español, por favor llame o escriba a Doral al:

Doral Dental Services of Illinois, LLC  
12121 North Corporate Parkway  
Mequon, WI 53092  
1-888-286-2447  
TTY 1-800-466-7566



How can Doral help me find a dentist?

You can call Doral to find a dentist in your area. Doral's telephone number is:

1-888-286-2447  
TTY 1-800-466-7566

How do I make an appointment?

- 1. Call Doral to find a dentist.
- 2. Call the dentist and make an appointment.
- 3. Tell the dentist you have Medicaid or KidCare.
- 4. Write down the date and time of your appointment.
- 5. Be sure to keep your appointment.
- 6. Be sure to bring your Mediplan or KidCare card.

You should arrive 15 minutes early for your first appointment and arrive a few minutes early for all other visits. **If you cannot keep your dental appointment, please call the dentist at least one day ahead of time.** You can call Doral anytime to find a dentist.

Participant Identification Card

You should bring your MediPlan or KidCare card to every dental appointment. If you do not bring the card, the dentist may not see you or your child. The dentist will not know you are in Medicaid or KidCare if you do not have the card.

Do I have dental services?

You or your child can get dental services as long as you are in Medicaid or KidCare. If you are not sure you are, you can call Doral at **1-888-286-2447** to find out.

What dental services may I get?

A Medicaid or KidCare dentist can provide dental services, including:

- Exams (check-ups);
- Root canals;
- Cleanings (for children);
- Crowns (caps);
- Fillings;
- Dentures (plates) and
- Sealants (for children);
- Extractions (tooth pulling);
- Fluoride (for children).

Your dentist can tell you what dental services are covered. Some dental services may not be covered. You have to pay for any dental services that are not covered. Your dentist will tell you if a service is not covered before it is done. You can also call Doral to find out what dental services are covered.

Emergencies

You can also see a Medicaid or KidCare dentist for emergencies. You should ask your dentist how to contact him or her in an emergency. Your dentist may have a different telephone number to call in an emergency. **You can call Doral 24 hours, 7 days a week at 1-888-286-2447 or TTY 1-800-466-7566 to find a dentist.** If you cannot find a dentist and it is a dental emergency, go to the hospital.

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A DentaQuest Ventures Company  
Doral Dental Services of Illinois, LLC  
12121 N. Corporate Parkway  
Mequon, WI 53092

Illinois  
Medical Assistance  
Dental Program

A quick reference guide



KidCare<sup>™</sup>  
Keeping your kids healthy

**Doral**<sup>™</sup>  
A DentaQuest Ventures Company

**Rights and Responsibilities**

You and your child have the right to:

- Be treated with respect and dignity;
- Receive needed dental services;
- Privacy and confidentiality subject to state and federal laws;
- Receive information about your dental health care and treatment options;
- Participate in decision-making about your dental care;
- Have access to your dental records;
- File a complaint by calling Doral at 1-888-286-2447 or the IDPA Health Benefits Hotline at 1-800-226-0768.

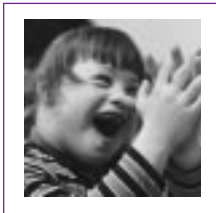
You and your child have the responsibility to:

- Bring your MediPlan or KidCare card each time you go for dental care;
- Treat dentists and their staff with respect;
- **Keep all dental appointments and show up on time.**
- **If you cannot keep your appointment, call to cancel or reschedule at least 24 hours in advance.**
- Tell your dentist about your medical history;
- Be honest when providing information to dental health professionals;
- Practice good dental health habits;
- Tell your dentist when you have concerns about your dental health;
- Ask questions about your treatment;
- Follow the advice and treatment plan of your dentist;
- Tell your dentist when a suggested treatment is against your wishes;
- Tell the dentist of other insurance coverage you have;
- Pay for any services received that are not covered services;
- Pay for any services provided by a dentist who does not accept Medicaid or KidCare;
- Call your DHS or KidCare caseworker when your address changes.



**Helpful Dental Tips**

- Brush your teeth with toothpaste at least once a day, but twice is better.
- Be sure to brush before bedtime.
- Floss your teeth every day.
- **Keep your dental appointment.** If you must cancel please let the office know as soon as you can.
- Talk about your child's first visit in a good way.
- For your child's visit, stay in the waiting room if asked to do so by the dentist.
- Visit the dentist with clean teeth.
- Bring only the child who has an appointment to the dental office. (If possible)



*Don't wait until it hurts. Call Doral to help schedule a routine dental visit for you or your child.*



**Dental Tips for Babies**

- Good oral health starts before birth. Keep your own mouth clean and healthy. It will help protect your baby's oral health and set good habits early.
- Before your baby's teeth come in, you should clean the gums with a clean damp cloth after meals and at bedtime.
- Once teeth come in, you should clean them with a soft toothbrush after meals and at bedtime.
- **Never put your baby to sleep with a bottle of anything except water.**
- You should stop using a bottle to feed your baby between 9 and 12 months of age.
- If your child drinks from a sippy cup, make sure they are sitting while drinking from it so they do NOT use their teeth to hold on to it.
- Take your child to the dentist for a dental check-up at age two or sooner if your doctor refers you to a dentist.



**Questions About Your Dental Program?**

**1-888-286-2447  
TTY 1-800-466-7566**

